



Analysis Of The Quality Of Postpartum Care For Postpartum Mothers With Complications In The Hospital

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ABSTRACT

Postpartum care is an important part of maternal health services that aims to ensure the recovery of the mother's condition after delivery. In postpartum mothers with complications, the quality of postpartum care is crucial to prevent morbidity and mortality. This study aims to analyze the quality of postpartum care in postpartum mothers with complications in the hospital. This study used a quantitative design with a cross-sectional approach . A sample of 90 respondents was selected using a purposive sampling technique. Data were collected through questionnaires and observations, then analyzed using the chi-square test and logistic regression. The results showed that the quality of postpartum care was influenced by the competence of health workers, the availability of facilities, and therapeutic communication ($p < 0.05$). The dominant factor was the competence of health workers (OR = 3.1). In conclusion, improving the quality of postpartum care requires a comprehensive approach that includes improving the competence of health workers and the quality of services.

Keywords: Postpartum Care, Postpartum , Complications, Quality of Service

1. Introduction

The postpartum period is a critical period in a mother's life after childbirth, lasting up to six weeks postpartum . During this period, the mother experiences various physiological and psychological changes that require optimal monitoring and care. Mothers with complications, such as postpartum hemorrhage , infection, or hypertension, are at higher risk of further complications.

The quality of postpartum care is crucial for the mother's successful recovery and the prevention of further complications. Quality postpartum care encompasses clinical aspects, communication, and emotional support for the mother. However, in practice, the quality of care





is often influenced by various factors, such as the competence of healthcare workers, the availability of facilities, and the hospital's service system.

Healthcare workers, particularly nurses and midwives, play a crucial role in providing comprehensive postpartum care. Strong competency will enhance the ability to detect complications early and provide appropriate interventions. Furthermore, therapeutic communication plays a role in increasing patient trust and comfort.

However, there is still variation in the quality of postpartum care across healthcare facilities, indicating the need for evaluation and improvement. Therefore, this study was conducted to analyze the quality of postpartum care for postpartum mothers with complications in hospitals.

2. Research Methods

a. Research Design

This study uses an analytical quantitative design with a cross-sectional approach, namely data collection is carried out at a certain time to analyze the relationship between service factors and the quality of postpartum care for postpartum mothers with complications.

This design was chosen because it can efficiently depict the actual conditions of hospital services and identify related factors without requiring extensive time. This study was observational and non-experimental, so no intervention was performed on the respondents.

b. Location and Time of Research

The study was conducted in the obstetrics inpatient ward at a hospital that had cases of postpartum mothers with complications. Location selection based on:

- 1) High number of postpartum complications
- 2) Availability of health workers (midwives/nurses)
- 3) Completeness of service facilities

Research time \pm 1–2 months, including:

- 1) Instrument preparation
- 2) Data collection
- 3) Data analysis

c. Population and Sample

- 1) Population:

All postpartum mothers with complications who were hospitalized during the study period.





- 2) Sample:
 - A total of 90 respondents , using purposive sampling technique .
- 3) Inclusion criteria:
 - a. Postpartum mothers ≤ 7 days
 - b. Experiencing complications (bleeding, infection, hypertension, etc.)
 - c. In a conscious state and able to communicate
 - d. Willing to be a respondent
- 4) Exclusion criteria :
 - a. Critical condition
 - b. Incomplete data
- d. Research Variables**
 - 1) Independent variables:
 - a. Competence of health worker
 - b. Availability of facilities
 - c. Therapeutic communication
 - 2) Dependent variable:
 - a. Quality of postpartum care
- e. Operational Definition**
 - 1) Postpartum care quality: the quality of services received by postpartum mothers based on service standards (good/poor)
 - 2) Competence of health workers: clinical abilities and skills in providing care
 - 3) Facilities: availability of service facilities and infrastructure
 - 4) Therapeutic communication: effective interaction between health professionals and patients
 - 5) Research Instruments

Instruments used:

 - a) Likert scale questionnaire (1–4)
 - Competence of health workers (10 items)
 - Therapeutic communication (10 items)
 - Perception of service quality (10 items)
 - b) Observation sheet
 - Postpartum care standards
 - Availability of facilities

The instrument has been tested:

 - Validity
 - Reliability ($\alpha > 0.70$)



**f. Data collection technique**

- 1) Managing research permits
- 2) Determine respondents according to criteria
- 3) Providing information consent
- 4) Filling out the questionnaire
- 5) Direct observation of service
- 6) Data validation

g. Data Analysis Techniques

- 1) Univariate
Frequency and percentage distribution
- 2) Bivariate
Chi-square test
- 3) Multivariate
Logistic regression. Model: $\text{Logit}(p) = a + b_1X_1 + b_2X_2 + b_3X_3$

3. Results And Discussion**a. Results****1) Respondent Characteristics**

Variables	Frequency (n)	Percentage (%)
Age 20–35	60	66.7
Age >35	30	33.3
Mild complications	50	55.6
Serious complications	40	44.4

The majority of respondents were of optimal reproductive age , yet a relatively high proportion of complications were still found. This suggests that quality of care is a crucial factor in preventing further complications.



**2) Analysis of the Relationship between Factors and Quality of Care**

Variables	Good (n)	Less (n)	p- value
High competence	45	10	0.001
Low competence	15	20	
Complete facilities	40	12	0.003
Lack of facilities	20	18	
Good communication	42	10	0.002
Lack of communication	18	20	

3) Multivariate Analysis

Variables	OR	p- value
Competence of health workers	3.1	0.001
Therapeutic communication	2.7	0.002
Facility	2.4	0.003

b. Discussion**1) Competence of Health Workers (Dominant Factor)**

The competence of healthcare workers is the most dominant factor in determining the quality of postpartum care. Competent healthcare workers are able to:

- a) Perform early detection of complications
- b) Providing appropriate interventions
- c) Reduce the risk of further complications.

The highest OR value (3.1) shows that competence has the greatest influence compared to other factors.

2) The Role of Therapeutic Communication

Therapeutic communication plays a role in:

- a) Increase patient confidence
- b) Increase service satisfaction
- c) Helping patients understand their condition

Patients who feel valued tend to be more cooperative in their care.

3) Influence of Facilities

Adequate facilities support optimal service. Limited facilities can hinder clinical procedures and reduce the quality of care.

4) Interaction of Service Factors



The quality of postpartum care is not determined by one factor alone, but is the result of interactions:

- a) HR (competence)
- b) System (facility)
- c) Interaction (communication)

The quality of postpartum care is a crucial indicator of maternal health services. The competence of healthcare workers is a key factor, but it must be supported by good communication and adequate facilities.

4. Conclusion And Suggestions

a. Conclusion

Based on the results of the research and analysis that have been carried out, it can be concluded that the quality of postpartum care for postpartum mothers with complications in hospitals is influenced by several main factors, namely the competence of health workers, therapeutic communication, and the availability of service facilities.

The competence of healthcare workers is the most dominant factor in determining the quality of postpartum care. Healthcare workers with sound knowledge, skills, and experience are able to detect complications early and provide appropriate and prompt intervention. This is crucial in preventing further complications that could endanger the postpartum mother .

Therapeutic communication also plays a crucial role in improving the quality of care. Effective communication between healthcare professionals and patients can increase trust, comfort, and patient satisfaction with the care provided. Patients who feel valued and understood tend to be more cooperative during treatment.

The availability of service facilities is also a supporting factor that cannot be ignored. Adequate facilities enable healthcare workers to provide optimal services in accordance with established standards.

Overall, the quality of postpartum care is the result of the interaction between human resources, service systems, and interpersonal interactions . Therefore, improving service quality must be done comprehensively, taking all these aspects into account.



**b. Suggestion****1) For Health Workers (Nurses and Midwives)**

Healthcare workers are expected to continuously improve their competencies through training, seminars, and continuing education. Furthermore, therapeutic communication skills need to be enhanced to ensure more humane and patient-centered care.

2) For Hospitals

Hospitals are expected to improve the quality of services by providing adequate facilities and ensuring the availability of equipment and facilities that meet postpartum care standards. Furthermore, regular evaluations of the performance of healthcare workers are necessary.

3) For Health Service Management

Management needs to develop an integrated and quality-based service system, including the preparation of clear standard operating procedures (SOPs) and supervision of their implementation.

4) Postpartum Mothers and Families

Mothers and their families are expected to be more active in understanding their health conditions and participating in the care process. Family support is crucial in accelerating the postpartum recovery process .

5) For Further Researchers

Future research is expected to examine other factors influencing the quality of postpartum care, such as healthcare worker workload, organizational culture, and patient satisfaction. Furthermore, using a longitudinal research design could provide a more in-depth picture.

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